



Health Plan Enrollment 2023 Toolkit for Partners and Providers

November 2, 2022

Health Plan Changes

Starting January 1, 2023, there will be **six health plan options** available to Louisiana Medicaid members. This includes the current five health plans – Aetna Better Health, Amerihealth Caritas, Healthy Blue Louisiana, Louisiana Healthcare Connections and UnitedHealthcare, plus a sixth health plan, Humana Healthy Horizons.

Auto Assignment of Members

Before the January 1, 2023 launch, most Medicaid members will be auto-assigned a health plan. In this auto-assignment, **some members may be assigned to a health plan that is different from their current health plan**. Or, they may stay in the same plan. The auto-assignment changes will not be effective until January 1, 2023. Members will have an opportunity to make changes. This will not affect anyone's Medicaid coverage. Dental plans will not change, for members that have one. A health plan comparison chart may be found [HERE](#).

All members will get a letter from Healthy Louisiana in November explaining any changes. The letter will tell members what their current health plan is and what their auto-assigned health plan is. The letter will also tell members how and when they can make changes to their health plan. A sample letter can be found [HERE](#).

WHAT YOU CAN DO TO HELP YOUR MEDICAID MEMBERS:

Medicaid has created outreach materials (see below, under Resources) that can be used to alert members of changes. If you work with Medicaid members, please share these materials in your business and your community.

Encourage members to:

- **Keep their contact information up-to-date** with Medicaid so they don't miss important mail. They can update their contact information with Medicaid or their health plan.

- **Download the Healthy Louisiana app.** Members will get notifications and be able to make changes right from their phone or tablet. Available in the App Store on their iPhone or Google Play on their Android. Look for “Healthy Louisiana.” The app is free.
- **Watch for Member updates** at www.healthy.la.gov. Click on the “Healthy Louisiana Enrollment” image at the top of the page.
- **Talk to their providers** about which health plans the provider accepts, so they are prepared to make decisions for their family.

HOW MEMBERS CAN MAKE CHANGES TO THEIR HEALTH PLAN

You can change your health or dental plan in 1 of these 5 ways:

- **Online:** Log into your account or create one at MyPlan.healthy.la.gov/enroll
- **Mobile app:** Download the Healthy Louisiana mobile app for free
- **Phone:** Call us at 1-855-229-6848 (TTY: 1-855-526-3346)
- **Fax:** Send the enrollment form that came with your letter to 1-888-858-3875
- **Mail:** Send the enrollment form that came with your letter to PO Box 1097, Atlanta, GA 30301-9913

If the member and their family want to change health or dental plans, they can do that any time from November 8, 2022 to 6 p.m. on March 31, 2023. After that, members may change the health or dental plan with a special reason or at the next Open Enrollment. No reason is needed to change health or dental plans between November 8, 2022 and 6 p.m. on March 31, 2023.

Important Dates

If you change to another health plan:

After December 29, 2022 by 6 p.m. through January 30, 2023 by 6 p.m.

After February 27, 2023 by 6 p.m. through March 30, 2023 by 6 p.m.

After March 31, 2023 by 6 p.m.

Your new plan will start on:

February 1, 2023

April 1, 2023

You may only change plans with cause. Call 1-888-342-6207 for assistance.

RESOURCES

FLYER- to alert members of health plan changes. Please post in your business or community. [DOWNLOAD HERE](#)

SAMPLE MEMBER LETTER - Letters started mailing out to all members on October 31, 2022. [DOWNLOAD HERE](#)

MEMBER COMPARISON CHART - A side-by-side comparison of all six health plans. [DOWNLOAD HERE](#)

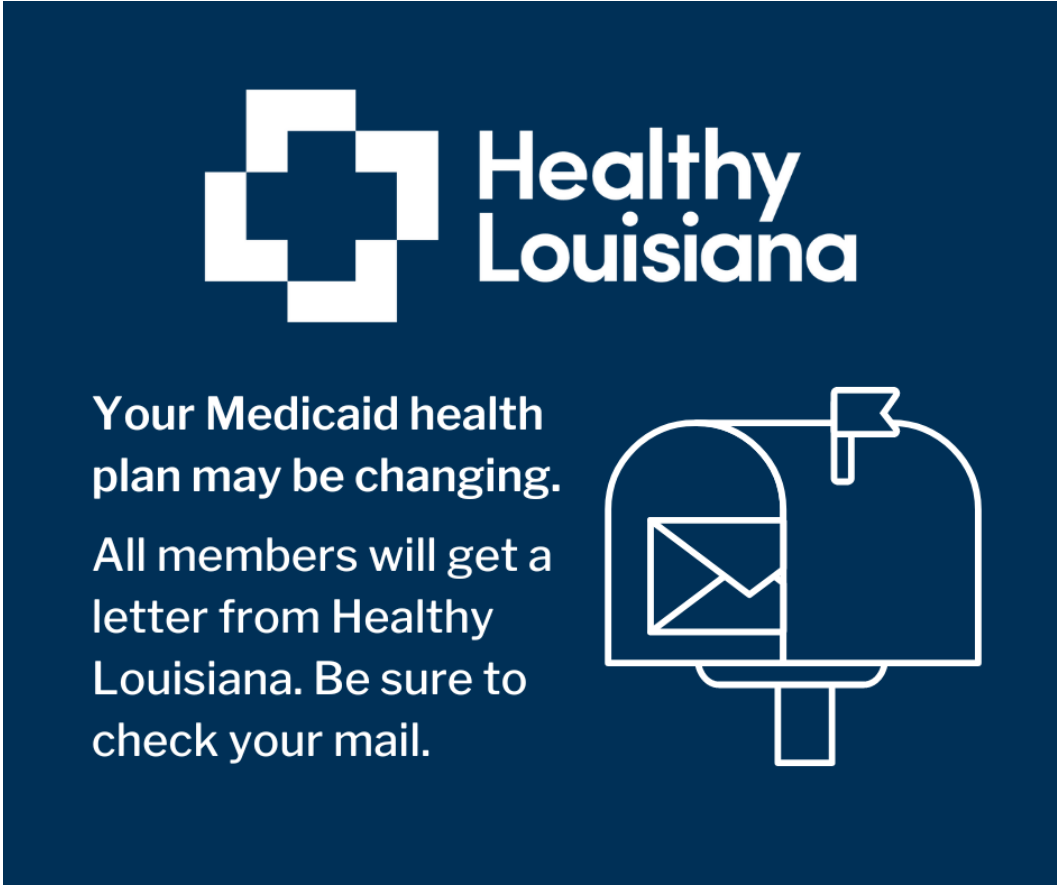
ENROLLMENT BROKER WEBSITE - All health plan changes are made through Medicaid's enrollment broker. The enrollment broker web site includes additional details on how to choose a plan and provides a comprehensive provider search tool for members. The link to that web page is www.MyPlan.healthy.la.gov.

MEDICAID FACEBOOK - <https://www.facebook.com/louisianamedicaid>

MEDICAID MEMBER PAGE - <https://ldh.la.gov/page/4560>


MAXIMUS - www.myplan.healthy.la.gov

SOCIAL MEDIA MESSAGES


Messaging	Image
<p>Medicaid will have six health plan options available for members beginning January 1, 2023. Some Medicaid members will have a different plan assigned to them but there will be an opportunity for members to make a choice. Letters will be mailed in November with more information. You can learn more or compare plans here: https://ldh.la.gov/page/4560</p>	 <p>The image is a dark blue graphic with white text and icons. At the top left is the Healthy Louisiana logo, which consists of a white cross with rounded ends. To the right of the logo, the words "Healthy Louisiana" are written in a white, sans-serif font. Below the logo and text, there is a white line-art illustration of a mailbox with a flag on top and an envelope inside. To the left of the mailbox, the following text is written in white: "Your Medicaid health plan may be changing. All members will get a letter from Healthy Louisiana. Be sure to check your mail."</p>

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Healthy Louisiana



Your Medicaid health plan may be changing.
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